

## City of Kirkland ITSM RFP Questions and Answers

Post by 3/8/10

1. What is/are the current IT Asset Management solution(s) in use? Does the City currently have an automated asset inventory capability?

**Answer: IT assets are managed via a combination of our current help desk software (Clientele), a home-grown CMDB, and various spreadsheets. The City does not have automated asset inventory capability.**

2. Which Division will be the 'host' for the new solution set?

**Answer: The Network & Operation Division**

3. How many help desk analysts will be using the new service desk to actively record Incidents & Problems, Service Requests & Change Orders?

**Answer: Per page 10 of the RFP, up to 30 staff members will require access to this functionality. However, our Service Desk will likely not number more than 6 staff members.**

4. How many other technicians may be assigned activities associated with Problem Management, Service Requests & Change Orders, but are not dedicated to actively working service desk tickets?

**Answer: Per page 10 of the RFP, up to 30 staff members will require the ability to handle Service Requests and generate Requests for Change, while we estimate that 15 staff members will require the ability to work Problem and Change records.**

5. How many end-users or consumers of IT Services require access to the new service desk?

**Answer: Per page 10 of the RFP, the total population of users will number up to 500. We have assumed that as many as 125 users could be interacting with the Self Service portal at any one time, but we welcome Vendor input regarding the most appropriate licensing model for Self Service.**

6. Does the City currently utilize a barcode reader application to receive and/or update IT asset inventory assets? If so, what is that application?

**Answer: No.**

7. Does the City have the capability to easily monitor and report on software license compliance?

**Answer: We can do this, but it's not very easy as it involves matching the license assignments tracked in Clientele with the physical file of purchased licenses.**

8. Does the City have the capability to easily reconcile ownership of/entitlement to asset information to discovered asset information?

**Answer: No.**

9. Does the City currently have the capability to link Legal Documents such as License Agreements; Purchase Requisitions, Invoices & Payments; and/or Lease Agreements to IT Assets?

**Answer: No, not easily (see the answer to Question 8).**

10. The City has indicated that Asset Discovery, Remote Software Distribution and Remote Control and Remote Control functionality are 'nice to have' High Level Requirements. Is the City interested in evaluating a solution that includes these functional components, even at an additional cost to basic Incident, Problem, Change, Configuration and Service Request Management?

**Answer: Yes. We would like to see these items priced separately.**

11. The City makes several references to Project Portfolio Management in its High Level Requirements, as well as references to IT Governance functionality. Does the City currently have a PPM solution? If so, what application is in use?

**Answer: No, there is no PPM solution in use at the moment.**

12. [re: Requirement #40 in the spreadsheet] - What PPM (Project Portfolio Management) tools are in place today?

**Answer: None**

13. What discovery tool do you currently use at the City of Kirkland? Will you continue to use this tool?

**Answer: The City owns Microsoft's System Center Configuration Manager, however, it is only partially implemented. It is our intent to complete the implementation and see it integrated with the ITSM solution (per requirement #99 on the spreadsheet).**

14. Do you have a preference for delivery and pricing models (SaaS, On-Premise, Term/Subscription)?

**Answer: No, we have no preference and would like to see all available options.**

15. [re: Requirement #21 in the spreadsheet] - Is there a preferred tool in place today to handle remote support? If so what is it?

**Answer: We primarily use LiveScriptLogic's Desktop Authority and occasionally use Remote Desktop.**

16. [re: Requirement #23 in the spreadsheet] - What is the name of the telephony system in use today?

**Answer: Cisco's VoIP**

17. [re: Requirement #54 in the spreadsheet] - What sites are intended to use the Self-Service portal and what is the expected number of users for each?

**Answer: We would like the Self-Service portal to be available to all City buildings (including City Hall with approximately 250-300 users, and other buildings with 5-50 users each) as well as our external customer, Northshore Fire (an outside agency that contracts with us for IT services) with roughly 20 users.**

18. [re: Requirement #128 in the spreadsheet] - Does City of Kirkland publish a service catalog to the end user community today or will this be a new initiative?

**Answer: The IT Department publishes our Service Level Agreement to all users via our intranet. The SLA contains some elements that we expect to be able to leverage as we reference services in the ITSM solution in Phase 1, and then build out a formal service catalog in Phase 2.**

19. Does the City currently run any Network and/or Systems Performance and/or Event Monitoring applications? If so, what application(s) are in use?

**Answer: PA Server Monitor**

20. [re: Requirement #130-139 in the spreadsheet] - Does City of Kirkland have any monitoring tools in place today (for the passing of outage information)?

**Answer: See question 19.**

21. [re: Requirement #159 in the spreadsheet] - When COK states "attribute it to user B" does this mean that user A will be raising an Event for another user via an email interface?

**Answer: This relates to the concepts captured in:**

- a. **Requirement #44 in the spreadsheet, of one user logging an Incident or Service Request on behalf of another user (e.g. an Administrative Assistant logging on behalf of a Director) and to**
- b. **Requirement #152 in the spreadsheet, re: the ability to generate Incidents and Service Requests from emails received by the ITSM solution.**

**In the case of requirement #159, the incident or request is generated via email (rather than Self Service or over the phone) needs to be attributed to a different user than the sender of the email.**

22. One of your reference instructions is:

"Using the tables below, please list five private sector clients and all public sector clients for whom you have provided ITSM solutions relevant to this RFP over the past two years. Use your word processor's copy and paste functions to create additional tables as needed."

Our question:

Can we go back further than two years if the customers are still using the product but the implementation was more than two years ago?

**Answer: Please provide whatever references you feel are appropriate.**